

Annual 47 C.F.R. § 64.2009(e) CPNI Certification
EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2012

Date filed: February 22, 2012

Name of company covered by this certification: Navigator Telecommunications, LLC.

Form 499 Filer ID: 819512

Name of signatory: Kenrick L. LeDoux

Title of signatory: Vice President Engineering and Chief Technical Officer

I, Kenrick L. LeDoux, certify that I am an officer of Navigator Telecommunications, LLC. ("Navigator" or "Company") and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 et seq. of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Navigator has no information to report with respect to the processes pretexters are using to attempt to access CPNI. The steps Navigator takes to protect CPNI are set out in the accompanying statement.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

A further statement outlining Navigator's procedures in place is attached as Exhibit A.

Signed



Kenrick L. LeDoux

EB-06-TC-060

EB Docket No. 06-36

**Annual 47 C.F.R. §64.2009(e) CPNI Certification
February 22, 2012**

(including Carrier Compliance Certificate and Statement)

Navigator Telecommunications, LLC.

EXHIBIT A

Carrier Compliance Statement of Navigator Telecommunications, LLC.

**EB-06-TC-060
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Navigator Telecommunications, LLC. ("Navigator") provides local and long-distance telecommunications services to business and residential customers throughout its service territory. Navigator's company-wide operating procedures ensure compliance with 47 CFR § 64.2001 et seq. and the applicable rules for use of CPNI enumerated therein.

Navigator policy and practice is to use CPNI solely for the purpose of providing telecommunications services to its customers, along with billing, directory services, E911, repair, and other such permitted uses associated with the provisioning of those telecommunications services as provided in applicable FCC rules. Specifically, Navigator does not use, disclose, or permit access to CPNI for any marketing purposes whatsoever.

Because Navigator does not use, disclose, or permit access to CPNI for marketing or other purposes not connected with the provisioning of services to its customers, Navigator has not solicited approval from its customers to use CPNI for those purposes. Likewise, because company policy and practice is to not use CPNI for any purposes which require obtaining and maintaining the status of customer approval for such uses, Navigator has had no need to implement a system as described in 47 CFR § 64.2009(a). Instead, the company-wide rule is consistently applied reflecting that no approval has either been solicited by the company or granted by the customer for use of CPNI for marketing purposes.

It is not the policy or practice of Navigator or its Sales and Marketing Departments or personnel to use, disclose or permit access to CPNI for any sales or marketing campaigns, and such policy and practice cannot be altered except by express supervisory approval of company senior management, which would require implementation of appropriate customer approval solicitation and tracking systems, along with customer notification and opt-in mechanisms as mandated by applicable FCC rules. Company senior management, as well as sales and operations management and personnel, are aware of these rules and requirements. Given the company's size and target markets for its services, Navigator has never utilized CPNI for marketing purposes, and consciously and intentionally instituted its policy and practice of keeping CPNI strictly confidential as a basic aspect of its internal business practices.

All company employees, upon hiring and in their orientation, are instructed about the confidential and protected nature of CPNI, and the fact that it is only to be accessed for purposes of providing services to customers. This policy is stressed in all employees' initial training, and is revisited periodically in ongoing training and instruction. Employee policy provided to all employees instructs that violation of company policy regarding the use or disclosure of customer information will subject an employee to disciplinary action up to and including discharge.

This consistently applied and reinforced company-wide policy prohibiting the use, disclosure, or access to CPNI for purposes other than the provision of telecommunications services or services necessary to or used in the provision of such telecommunications services, as well as the company's past practice and operating procedure eschewing the use of CPNI for any marketing purposes, ensures that Navigator is in compliance with FCC rules in 47 CFR §64.2009.

Pursuant to 47 CFR §64.2010, Navigator takes reasonable measures to discover and protect against attempts to gain unauthorized access to CPNI. Navigator will not disclose call detail information over the telephone, based on customer-initiated telephone contact, but will only disclose call detail information by sending it to the customer's address of record. A customer appearing in person must present a valid photo ID matching the customer's account information before any disclosure of CPNI to that customer. Navigator does not allow online access to CPNI.

Navigator has not experienced any breach of customer CPNI requiring notification pursuant to 47 CFR §64.2011.